

JOB VACANCY ANNOUNCEMENT

Texas Veterans Commission

1700 North Congress, Suite 800

Austin, Texas 78701

(512) 463-1295

FAX (512) 463-2847

Salesforce Administrator

Temporary Position (Not to Exceed 12 months)

Job Posting Number:	17-32	Monthly Salary:	\$4,000.00 - \$4,500.00
WIT Posting Number	7159932		
State Classification:	Salesforce System Administrator II	Class No., Group:	0311, B18
Location:	Work from home; within the Killeen, Austin, San Antonio area	FLSA Status:	Nonexempt
Work Week:	Monday-Friday, 40 hours/week	Travel:	20%
Posting Date:	11/30/2016	Closing Date:	12/13/2016

Job Summary: The Salesforce Administrator will perform routine (journey-level) database administration work. Work involves providing assistance in the planning, development, configuration, and management of one Salesforce Enterprise Edition org; assisting with the development of database policies and procedures; and maintaining data integrity. Works under limited supervision, with latitude for the use of initiative and independent judgment. The primary work will be done through the Salesforce platform. This position is the liaison between management, Information Technology Services, TVC end users and supports the Veterans Employment Services program, along with other programs that support Veterans.

Minimum Education: Graduation from a four-year college with major coursework in computer science, management of information systems, or a related field is generally preferred. Salesforce Administrator and higher certifications strongly preferred. Education and experience may be substituted for one another.

Experience: Experience in systems analysis and design work, specifically with Salesforce.

Job Duties:

- Provide daily administration and support of TVC's Salesforce database, including, but not limited to managing multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts, database security controls and validations;
- Works with management and end-users to create and manage complex workflow rules, data validation, and triggers;
- Creates test database environment in Salesforce sandbox for applications, including the creation of necessary libraries and procedures;
- Execute the procedures necessary to save, retrieve, and recover databases from hardware and software failures;
- Develop and create customized reports and dashboards;
- Create and document application requirements of program enhancements and changes including management and program staff. Strategic planning and/or outside consultants as needed;
- Loads database, reorganizes as necessary, and assists in monitoring database performance;
- Maintains data standards and performs routine quality control and assurance to ensure data integrity;
- Perform mass data import/exports using the API or various import tools;
- Determines operational, technical, and support requirements for the operation and maintenance of Salesforce, and designs and implements new or revised methods that effectively meet the needs of the agency;
- Provide training to new and existing users on how to use database applications;
- Keep users informed about system functionality and enhancements;
- Provide technical support or assistance to users;
- Creating and maintaining documents on processes, policies, application configuration and help related materials for users as database applications are developed;
- Monitor usage of the Salesforce org;

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	<ul style="list-style-type: none">• May analyze new and existing software programs or third-party applications and assist users in the design, development, and maintenance of computer applications;• Performs other duties as assigned.
Knowledge, Skills and Abilities:	<ul style="list-style-type: none">• Knowledge of systems administration, of computer hardware and software configuration and troubleshooting, of operating systems and applications, of computer programming and architecture of scripting languages, and of basic Internet security administration;• Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems;• Ability to monitor Salesforce database; to handle multiple projects; to develop and test applications;• Excellent communication and analytical skills.
Preferred Qualifications:	<ul style="list-style-type: none">• Honorably discharged veteran strongly preferred or spouse• Experience with the Windows desktop operating system in a domain network environment• Experience with Salesforce• Understanding of relational databases and data integration tools• Experience with Microsoft Office and Office 365 suite of productivity applications• Salesforce Administrator certification strongly preferred
Additional Requirements:	Valid Texas Driver's License Required. Travel to the Headquarters' location required one day a week.
Environmental & Physical Conditions:	Normal office work environment, mostly sedentary in nature. May involve walking; standing; remaining stationary for long periods of time; pulling and pushing; kneeling, stooping and bending; and safely lifting and carrying items weighing up to 30 pounds. Work involves extensive telephone usage and repetitive hand/wrist/finger motions while using the computer.
Military Crosswalk information:	http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf
To Apply: (3 Options)	<ol style="list-style-type: none">1. Submit a complete State of Texas Employment Application, DD214 member #4, and Benefits Letter (if applicable) to: human.resources@tvc.texas.gov; <i>OR</i>2. Mail a complete application (including required documents) to the Texas Veterans Commission, Attn: Cheryl Sites, Human Resources Specialist, 1700 N. Congress, Ste. 800, Austin, TX 78701. Applications must be postmarked by the closing date in order to be considered for this posting; <i>OR</i>3. Through https://wit.twc.state.tx.us. (Applicant must follow-up with required documents.) <p><u>Resumes will not be accepted in lieu of the State of Texas application.</u></p> <p>Applications may be requested from the Texas Veterans Commission, 1700 N. Congress, Suite 800, Austin, TX 78711 at (512) 463-6564 or downloaded from the Texas Workforce Commission website.</p> <p>This position has been designated as a security sensitive position. A criminal background investigation will be conducted on the final candidate for this position.</p>
Contact:	Human Resources 512-463-6564

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

The Texas Veterans Commission does not discriminate on the basis of race, color, religion, sex, national origin, age, or disability in employment or the provision of services.

The Texas Veterans Commission is committed to hiring Veterans and is proud to employ the highest percentage of Veterans among all state agencies.

Please call Human Resources at (512) 463-6564 with questions or for additional information.